



Attorney's Docket No.: 13906-148001 / 2003P00828 US

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al.
Serial No. : 10/723,742
Filed : November 26, 2003
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

Art Unit : Unknown
Examiner : Unknown

Attention: Official Draftsman
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL OF FORMAL DRAWINGS

Please substitute the enclosed 6 sheets of formal drawings for the corresponding drawings presently in the application.

Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: March 1, 2004

Raymond R. Berdie
Reg. No. 50,769

Fish & Richardson P.C., P.A.
60 South Sixth Street
Suite 3300
Minneapolis, MN 55402
Telephone: (612) 335-5070
Facsimile: (612) 288-9696

60199709.doc

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

March 8, 2004

Date of Deposit .

Signature

Heidi Bathrick

Typed or Printed Name of Person Signing Certificate

Attorney's Docket No. 13906-148001	Express Mail Label No. N/A	Mailing Date 3/2/04	For PTO Use Only <i>Do Not Mark in This Area</i>
Application No. 10/723,742	Filing Date November 26, 2003	Attorney/Secretary Init SRS/RRB/hrb	
Title of the Invention COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE			
Applicant Kumar et al.			
Client Reference No. 2003P00828 US			
Enclosures ·Transmittal Letter (1 page) ·Drawings (formal, 6 sheets)			

Attorney's Docket No. 13906-148001	Express Mail Label No. N/A	Mailing Date 3/2/04	For PTO Use Only <i>Do Not Mark in This Area</i>
Application No. 10/723,742	Filing Date November 26, 2003	Attorney/Secretary Init SRS/RRB/hrb	
Title of the Invention COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER USER INTERFACE			
Applicant Kumar et al.			
Client Reference No. 2003P00828 US			
Enclosures ·Transmittal Letter (1 page) ·Drawings (formal, 6 sheets)			